1Pay.pk Clarifies Responsibilities Across Merchant Payment Aggregation

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On 24 August 2026, 1Pay.pk, a brand of Setlexor Services (Private) Limited, issued a public clarification of its role in Pakistan?s merchant payment ecosystem. The statement distinguishes the company?s payment aggregation and technology functions from the regulated activities performed by banks, wallet operators and other licensed payment institutions.

The clarification responds to a practical problem for merchants: a single checkout can involve several organizations even when it appears as one payment option to the customer. The merchant manages the commercial sale, the technology layer carries transaction instructions and status information, and the relevant licensed institution performs the regulated processing, acquiring, wallet or settlement activity permitted under its own authorization.

1Pay.pk says it operates as an official payment aggregator working with 1LINK, Easypaisa, JazzCash, Meezan Bank, JS Bank, Bank Alfalah and Bank of Punjab. In this statement, ?official payment aggregator? means the company maintains commercial and technical aggregation arrangements through which eligible merchants may access supported partner channels, subject to approval and contract; it does not mean that

1Pay.pk holds a banking, electronic money institution, payment system operator or payment service provider licence.

The company?s corporate information identifies 1Pay.pk as the trading brand through which Setlexor Services (Private) Limited provides payment technology and merchant connectivity. Under that model, channel availability, merchant approval, transaction rules and settlement arrangements can differ according to the licensed partner, payment method, merchant category and contract in effect.

For merchants, the distinction affects procurement and support. A provider should be able to identify the contracting entity, explain which organization performs each part of the payment flow and state where responsibility sits for onboarding, technical integration, transaction queries, refunds, disputes and settlement-related questions.

?Clear role definitions are part of payment infrastructure,? said Arshad Syed Muhammad, Founder and CEO of 1Pay.pk. ?A merchant should not have to infer whether a company is providing technology, regulated financial services or both; those responsibilities should be stated in plain language before integration begins.?

1Pay.pk?s published regulatory-status terms state that the platform facilitates connectivity between merchants and authorized financial institutions, banks, payment service providers, mobile wallet operators and other payment channels. They also state that regulated transaction authorization, processing, clearing, settlement and fund-transfer activities are performed by licensed financial institutions and payment partners.

The distinction can be checked against the State Bank of Pakistan?s public list of authorized payment system operators and payment service providers. 1Pay.pk does not claim to appear on that register or to hold authorization under the PSO and PSP rules.

The operating distinction does not remove the merchant?s own responsibilities. Businesses still need to provide accurate onboarding information, maintain lawful products and services, protect access credentials, investigate customer complaints and meet the contractual, tax, consumer-protection and sector-specific requirements that apply to their operations.

The company advises merchants to retain the final commercial agreement and any applicable fee, settlement, refund and dispute schedules. Public website copy can describe a general service, but the signed arrangement and the rules of the relevant payment partner determine the services available to a particular merchant and the conditions under which those services operate.

The clarification is intended to give merchants, developers and journalists a consistent description of the company?s position. 1Pay.pk said it will use the same distinction across its corporate profile, merchant materials and future public communications so that references to partner connectivity are not interpreted as claims of a separate financial-services licence. This language will also guide future responses to merchant, developer, partner and media enquiries.

About 1Pay.pk:

1Pay.pk is the payment aggregation and technology brand of Setlexor Services (Private) Limited. It provides merchant payment connectivity and related technology under applicable merchant and partner arrangements.

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For more information about 1Pay, contact the company here:1PayArshad Syed Muhammad+923009248891help@1pay.pkSuit 302, 16C, Zulfiqar Street 2, DHA Phase 8. Karachi.

1Pay

1Pay is a payment gateway service provider dedicated to simplifying the way businesses accept, manage, and process payments.

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